

How To Increase Client Compliance?

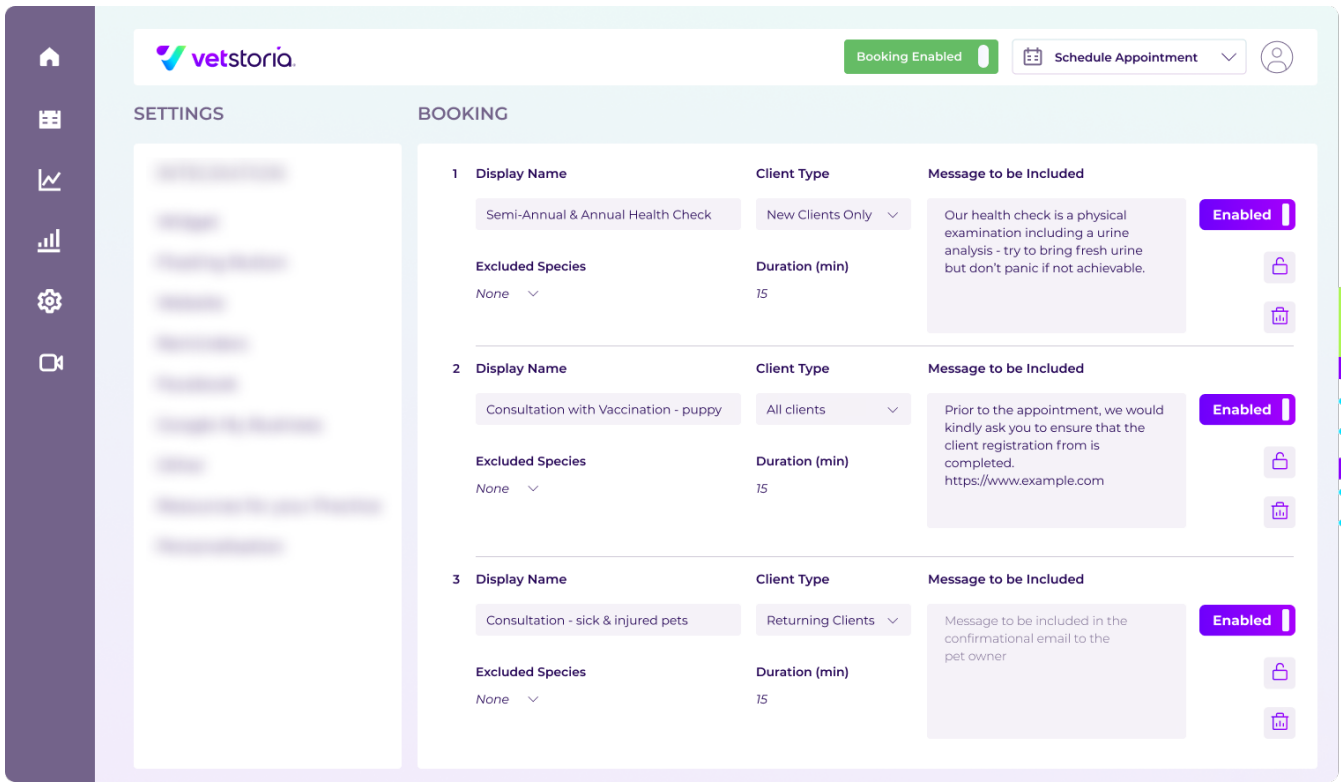
Getting Pet Owners To Book Appointments The Right Way

Have you come across situations when pet owners book:

- an urgent sick pet appointment online while they just need to call?
- wellness exams when they should be booking a sick pet appointment?
- appointments as returning clients just so they can get an appointment?

Here is one easy way to tackle this.

Tip 1: Using Guided Messaging or Disclaimers



Disclaimers are messages you can add during any stage of the online booking process. They are fully customizable and help communicate relevant details to all clients.

You can access this feature under “Personalisation > content pages” on your Vetstoria platform.

Here is an example that you can use to ensure pet owners do not bypass your Vetstoria settings:

New Client Limitation

“ We are very pleased that you would like to register at our practice. Due to additional interest in our services, we are currently unable to support all new client registrations at this time. Therefore, our online booking service is available for clients whose pets are already members of this practice or for clients with a new puppy or kitten under 6 months of age. Unfortunately, we are unable to take on clients with pets already registered at another practice. This is temporary and we hope to lift this restriction as soon as possible.

If you have a new puppy or kitten, and you are not registered at another veterinary practice, please choose the only option applicable to your “Consultation” and continue to review availability.

If your pet needs urgent attention then please do call us to discuss it on {{telephone}}. ”

Here's a quick video on adding disclaimers:



To learn more or find more examples of disclaimers, [click here](#).

